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FAIR HOUSING AUDIT REPORT
RACE DISCRIMINATION
IN THE
BERKELEY RENTAL MARKET
1990-91

Conducted by:
HOUSING RIGHTS, INC.

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ACKNOWLEDGEMENTS

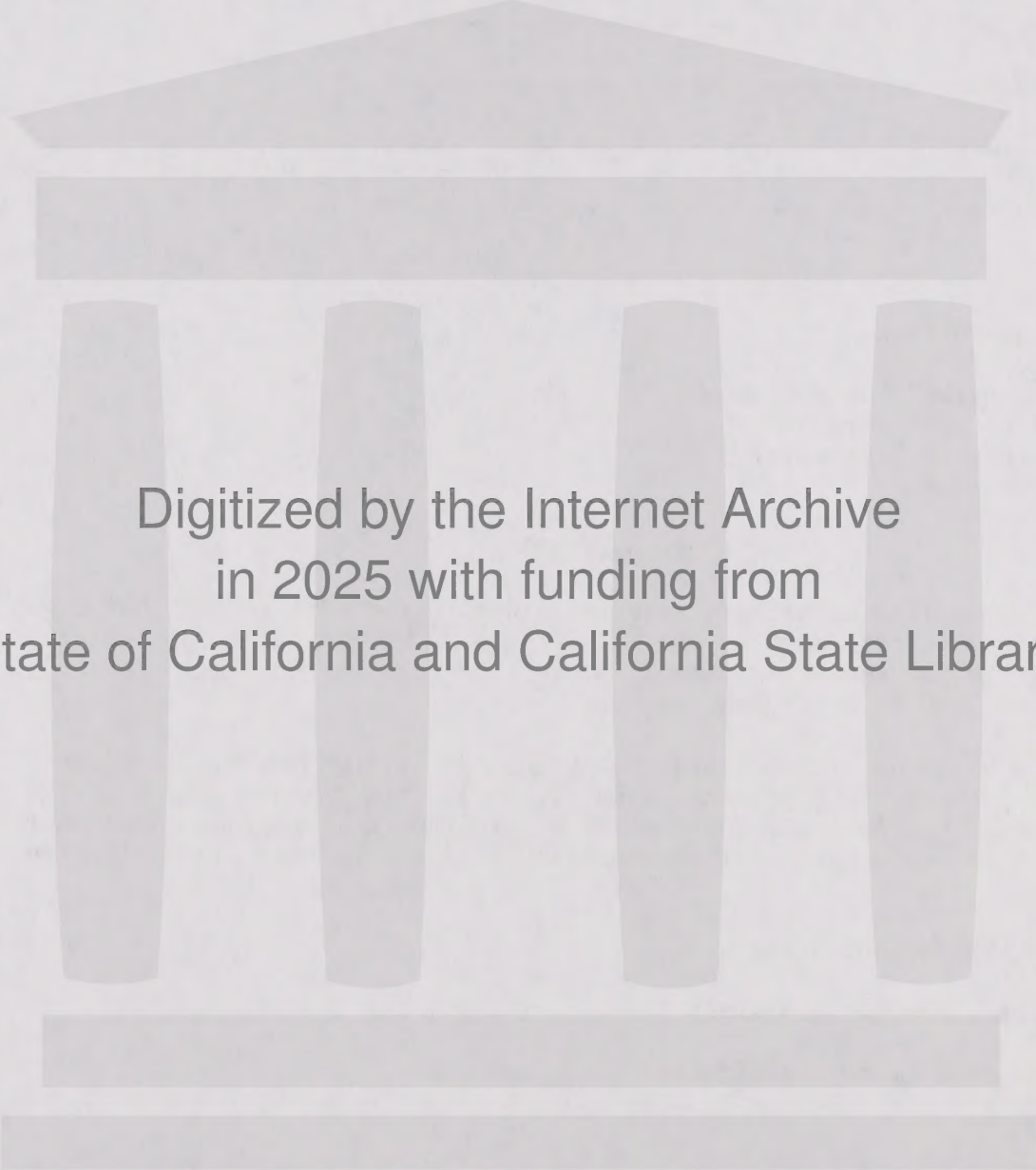
Performing an audit such as this requires a deep commitment to fair housing. We are grateful to many people who assisted in our efforts particularly Housing Rights Boardmembers Laura Brown (Pres.), Bob Chastain (Treas.), Michael Rawson and Michelle Kuhlman.

The City of Berkeley funded this study through the Community Development Block Grant program. We appreciate input from City staff and members of the Housing Appeals and Advisory Board. Also we applaud the continued commitment of the Mayor and City Council in seeking to eliminate housing discrimination in Berkeley.

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EXECUTIVE SUMMARY

This study of racial discrimination in the Berkeley rental market was conducted by Housing Rights, Inc., a private, non-profit fair housing agency, and was funded by the City of Berkeley through HUD's Community Development Block Grant (CDBG) program. In the first year Housing Rights provided fair housing services under this contract (1988-89), we identified racial discrimination as the # 1 complaint of Berkeley homeseekers.* 63% of the cases we investigated that year involved racial discrimination. It was due to the dramatic increase in complaints from the previous year that prompted our suggestion to conduct this housing discrimination audit.

To determine the level of racial discrimination experienced in Berkeley, HOUSING RIGHTS conducted a housing audit. The audit is a comparison and analysis of the experiences of comparable African-American and Caucasian homeseekers or testers. The population of Berkeley, in 1990, was 102,724 with 19% of the residents being African-American.(1)

For this audit, 30 sites were tested including studio, 1-bedroom and 2 bedroom units. 53% of the sites tested showed more favorable treatment of Caucasian tester. This is nearly the same rate found in a 1989 Housing Discrimination Study funded by HUD and conducted nationally by the Urban Institute, which found an incidence of housing discrimination at 56% for African-American renters.(2)

In preparation for conducting the housing audit, we conducted a pre-audit survey of available rental units. The May 1990 survey included rental units listed in The Tribune and Daily Californian (daily newspapers), and the Berkeley Voice and East Bay Express (weekly newspapers). The information was necessary to ascertain the availability of units in the Berkeley rental market. 58% of the ads were duplicated in at least one other newspaper. Of the 61 unduplicated ads in a week, 33 (54%) required subscription to one of the local rental listing agencies. This brings in the issue of "economic" discrimination. Persons, such as the elderly the disabled and many families with children, who are on a fixed-income do not have access of 54% of the Berkeley units listed as available for rent.

*Child discrimination complaints are handled by our office, through Berkeley's Community Service Block Grant (CSBG) program and account for the highest number of complaints received overall.

(1.) 1990 Census or current estimate (19,281).

(2.) Housing Discrimination Study, Urban Institute and Syracuse Univ.

HOUSING RIGHTS, in proposing this housing audit, requested that it be for educational(as opposed to litigation) purposes. It is our belief that education is a strong tool in eliminating housing discrimination. With the results of this audit, it is our hope that the entire community including property owners, managers, builders, realtors, homeseekers, neighbors and decision makers recognize that discrimination has a destructive effect on our neighborhoods and the City as a whole. Discrimination perpetuates homelessness, and is devastating to the individuals and families who experience this illegal barrier to housing. We encourage the community to work with us to eliminate all forms of housing discrimination.

INTRODUCTION

AGENCY PROFILE

HOUSING RIGHTS began in 1979 as a special project of BANANAS, Inc. a non-profit child care referral agency. The Housing Rights for Children Project was established when it was found that no one was enforcing Berkeley's 1975 Ordinance prohibiting discrimination against families with children in housing (#4832, amended in 1985 as #5655). In 1980, HRCF staff assisted Oakland in writing and enforcing a similar anti child discrimination Ordinance (#10308).

In 1987 HOUSING RIGHTS incorporated and expanded its services to include counseling and investigation of other forms of housing discrimination. We also provide extensive community education and outreach regarding fair housing laws and our services. For discrimination complaint, we provide investigation services , and based on verification of a complaint, we discuss resolution options with our clients. Resolution may include: mediation with landlord; Small Claims Court preparation; assistance in obtaining legal counsel; or referral to / assistance with the CA Department of Fair Employment and Housing(DFEH) or the Department of Housing and Urban Development (HUD).

LEGAL BACKGROUND

Federal laws, passed as part of the Civil Rights Act in 1968, prohibit discrimination in housing based on race color, national origin, sex religion. The 1988 Fair Housing Amendments Act added familial status and mental and physical handicap as protected classes. California law (Rumford Act) prohibits discrimination in housing based on race, color, religion, sex, national origin, ancestry and marital status.

The Unruh Civil Rights Act (CA Civil Code, Sections 51,52) prohibits discrimination in all business establishments, including housing, based on age/children, blindness or other physical disability, all of the protected classes under the Rumford Act, or for any arbitrary reason.

Berkeley City Ordinances prohibits discrimination based on: familial status/student status (1975); sexual orientation (1978); and having AIDS or being perceived to have AIDS or AIDS related conditions (ARC) (1986).

Although these laws carry significant enforcement, discrimination continues to occur in our community.

METHODOLOGY

The housing discrimination "audit" is the most widely accepted method of determining the kinds and extent of discrimination in a housing market. It exposes how real people experience home seeking in a particular place and time, and how that experience differs if they are African American or Caucasian. In an audit, matched pairs of trained "testers" (one African American, one Caucasian) pose as homeseekers and inquire about the same housing. They contact the same landlord (owner, manager, agent, etc.), ask for the same kind of dwelling units, and report on their experiences. A third party compares their reports to determine whether they were treated the same, and if not, in what ways they were treated differently. Differences in treatment which pose barriers to renting for one tester, but not to the other, are incidents of discrimination. Great care is taken throughout the audit in research design, training personnel, site selection, data collection, (conducting the test), test analysis, and evaluation of results to insure accuracy, objectivity and confidentiality.

THE HOUSING, AND SITE SELECTION

There are approximately 23,000 rental units, in Berkeley and the vacancy rate hovers around 5%. Berkeley homeseekers cannot rely on advertised rentals alone to find a home. The tight rental market was made manifest in a pre-design check of rental units in Berkeley which were advertized in four newspapers available locally, The Tribune, Daily Cal, East Bay Express, and Berkeley Voice. Weekly checks during a four week period in the fall of 1989 produced only 16 unduplicated ads for studio, one-bedroom, two-bedroom and cottage units. Many ads in these papers referred readers to fee-based housing listing services.* A member of the research team joined the listing service. One of these produced 18 new ads for the range of unit sizes above in three days. Since the best way to duplicate the ordinary person's experience is to use his/her home finding methods, the listing service was selected as the chief source of information about available housing. Ads from the newspapers were added to the sample pool on days when new listings were few.

The public nature of the sources of information about available housing contribute to the conservative nature of the audit results. In a tight market, many vacancies are filled by word of mouth and other less public means. Providing more opportunities, for discrimination than are available when housing is publicly advertised. A sample size of 30 is generally recognized as sufficient to obtain an accurate picture of the market. To test 30 sites, staff clipped, assigned code numbers & called 370 separate advertised vacancies. Of the 340 not tested, 303 had already been rented. The final sample of 30 sites tested came from the pool consisting of all studio through two bedroom units listed as unfurnished by a major rental service. When these listing were exhausted, classified ads for the same kind of units, the Tribune & Daily Cal were used.

* Just before testing began in May, 1990 staff re-checked the ads in the four newspaper. This time there were 61 unduplicated ads for actual apartment, 84 duplicates and 33 ads requiring a rental services subscription which costs approximately \$45.00.

TESTERS

Staff recruited and trained 28 testers over the course of the audit. Of these 13, actually did tests. Six were African American, seven Caucasian. Six were female, seven were male. All were 25-40 years old.

Training consisted of an explanation of:

- (1) Fair housing laws;
- (2) The principals of testing;
- (3) Testing technique; and
- (4) Use of report form followed by review and a practice test with feedback on performance.

Testers were instructed to make no assumptions about the landlords they contacted, just to be objective observers while seeking a place to live. They were cautioned not to discuss anything about the test except the time & place, if necessary, with their partners so that the experience of one could not influence the other. The audit itself was to be kept in confidence to preclude any changes in behavior that might result from the landlords feeling observed. The purpose of a test is to observe how landlords conduct business as usual. For each test, an African American & Caucasian pair closely matched in age, dress and demeanor, accepted the same profile as a homeseeker (e.g. marital status, income, occupation, etc.). The pair were single when seeking a studio apartment and married when the unit was larger.

CONDUCTING THE TESTS

For each test, the Audit Supervisor contacted the owner/ manager to arrange to see the unit, then called the testers to schedule the test. After reviewing the Tester Instructions (see Appendix), the African American tester went first, to preclude the Caucasian from having any prior rights to the unit, followed closely in time by the Caucasian. Each tester independently completed the report form (see Appendix) and returned to staff for oral debriefing. Staff checked the report forms for completeness and accuracy in conveying the testers actual experience (see Audit Supervisor Instructions, Appendix.) These written documents would be the only source of information available to the Audit Analysts and Evaluator. The Audit Supervisor then removed the testers signature page from each report so that only the tester code number remained to identify him or her. This would permit the analysts to determine differences in treatment without regard to the identity, much less the race, of the tester.

ANALYSIS AND EVALUATION

After all tests were completed three volunteers, all familiar with fair housing, assembled to review the test reports and determine whether there were any differences in treatment which could favor one tester and disadvantage the other in pursuit of that particular housing. Each volunteer analyzed each test independently using the Analysis of Test form (see Appendix). Also present were the Audit Supervisor and the Consultant. The Supervisor was barred from discussing the tests with the Analysts. The Consultant provided instructions and answered procedural questions only. The Consultant then produced a summary for each test of the differences found by

the analysts, using the Results form (see Appendix). When this step was completed , the testers' numbers were decoded to reveal their races. Tabulation and evaluation of this abstracted data form the basis of the result of this audit, found in the next section. Additional data used in that section are quotations from testers reports, and the ownership and size of the buildings tested.

RESULTS

Summary of Results

Any unequal treatment based on race is discrimination. It need not be intentional and it need not be blatant. If an African American family or individual is treated disadvantageously as compared to Caucasians or to members of another racial group, it would impede their search for housing and could result in legal action against the owner and his agents.

African American testers were treated less well than their Caucasian partners at 16 of the 30 sites tested. This is a rate of discrimination greater than 50%. Only six owners/managers(20%)treated the African American and Caucasian testers the same. At seven sites, owners and managers gave different information to the testers, perhaps confusing them, but not clearly giving one an advantage over the other. One manager gave more favorable treatment to the African American tester. See Figure 1, Below.

FIGURE 1. SUMMARY OF RESULTS

<u>Result</u>	<u>#Sites</u>	<u>%Sites</u>
No Difference in Treatment	6	20%
Differences, but not favoring one	7	23.3%
Differences Favoring the African American	1	3.3%
Differences Favoring the Caucasian	16	53.3%
	<hr/>	<hr/>
Total	30	100%

DISCRIMINATION BY TYPE

None of the discrimination observed in this audit was blatantly racist, as were some incidents in Bay Area audits in the early 1970's. No one was told "We don't want any Blacks here." The incidents of discrimination found here were not overtly racist, although several owners & managers were clearly nervous with the African American, but not the Caucasian tester. Bay Area audits in the early 1980's disclosed owners who told the Caucasian tester that we would not rent to the African American . All of the incidents of discrimination revealed by this audit were covert. An African American homeseeker may have become suspicious, but not convinced of discrimination.

Only by comparing the African American & Caucasian reports is the discrimination made clearly visible. Discrimination can occur in any aspect or stage of the rental process; in advertizing (What does it say? Where is it listed?), in screening homeseekers (Where did you hear about it?, Are you married?), in showing the units, giving information about them, instructing homeseekers on the application process, etc. This analysis breaks the homeseeker/housing provider interaction into four areas, yielding four types of discrimination. (See Figure 2 below)

1.ACCESS AND AVAILABILITY

Homeseekers are entitled to truthful information about what is available for rent, and for inspection, without regard to race. Landlords may not refuse to negotiate a rental or otherwise make unavailable or deny a unit to a homeseeker because of race. Incidents of this type of discrimination found in Berkeley include ,Caucasian testers being told about more units available, shown more units, and given an earlier possible move-in date. One agent told the African American tester that since she was married, she could not apply, because the owner wanted only one person. The Caucasian tester was invited to bring her husband to see the apartment and to meet the owner. "I' m sure he'll like you", she said "because I do". Six incidents of this type occurred at five sites.

2. RENTAL TERMS

Homeseekers are entitled to equal treatment in the terms, conditions and privileges of a rental & in the provision of related services and facilities. Berkeley landlords violated these rights by requiring a higher deposit from the African American tester, charging a higher move-in fee, a higher rent, or by indicating that the damage deposit was non-refundable while it was refundable to the Caucasian (state law specifies that damage deposits must be refundable). Some landlords offered the Caucasian more than one option for the type and length of rental contract (e.g. month to month rental agreement or a lease for six months or a year); while stipulating only one of these options for the African American. Five landlords discriminated against the African American on rental terms. One manager discriminated against the Caucasian tester with two incidents of this type.

3.APPLICATION PROCESS

While the State of California bars businesses from discriminating based on race, or indeed, on any arbitrary basis, some people in the business of renting housing use the rental process to put barriers in the way of African American homeseekers. African American testers in Berkeley encountered a variety of procedures which were more costly, cumbersome and time consuming than those asked of their Caucasian partners. African Americans were required to have their credit checked when Caucasian were not. Caucasians were offered application forms while African American were not. The time required to perform a credit check was 2-5 days longer for some African Americans than for their Caucasian partners. In some cases the cost

of submitting the application to rent was higher for the African American than the Caucasian at a given site. Altogether, five landlords discriminated in the application process for a total of nine incidents.

4. INFORMATION AND ENCOURAGEMENT

The kind and amount of information provided about an apartment or a neighborhood can stimulate or depress a homeseeker's interest in living there. The way a landlord "markets" his or her housing affects the applications he or she receives. In several instances Berkeley landlords "sold" their rental units more positively to Caucasian testers than to their African American partners. Some owners told only the Caucasian about plans to repair, paint, replace carpet. Some asked only the Caucasian to fill out an application on the spot. There were six incidents of this type at six sites.

FIGURE 2. a) INCIDENTS OF DISCRIMINATION AGAINST AFRICAN AMERICANS BY TYPE

<u>Type of discrimination</u>	<u>#Incidents</u>	<u>#Sites*</u>
Access and Availability	6	5
Rental Terms	7	5
Application Process	9	5
Information & Encouragement	6	6
Total	<u>28</u>	<u>16</u>

*More than one type of discrimination was found at some individual sites.

b) INCIDENTS OF DISCRIMINATION AGAINST CAUCASIANS BY TYPE

<u>Type of discrimination</u>	<u>#Incidents</u>	<u>#Sites</u>
Rental Terms	2	1

RACE/ ETHNIC GROUP OF OWNER / MANAGER / AGENT

The people responsible for dealing with homeseekers at the 30 audited sites were Caucasian (non-Hispanic), African American, Hispanic or Asian. Their numbers, by responsibility level, follow in Figure 3.

FIGURE 3. LANDLORDS BY RACE AND ROLE

	CAUCASIAN	AFRICAN AMER.	HISPANIC	ASIAN
OWNERS:	12	2	1	4
MANAGERS/ AGENTS:	7	1	1	2
Totals	19	3	2	6

African American testers were treated less favorably at some sites owned and/or managed by members of each of these ethnic groups. Some Caucasian and African American landlords treated testers equally. Figure 4 displays results by the ethnic group of persons dealt with by testers at each site.

FIGURE 4. SUMMARY OF RESULTS BY ETHNIC GROUP OF OWNER/MANAGER/AGENT

<u>RESULTS</u>	<u>CAUCASIAN</u>	<u>AFRICAN AMER.</u>	<u>HISP.</u>	<u>ASIAN</u>
No difference	5	1	0	0
Difference, but no discrim.	4	0	1	2
Discrim. against caucasian	1	0	0	0
Discrim. against African Amer.	9	2	1	4
Total	19	3	2	6

SITES BY SIZE (NUMBER OF UNITS)

Berkeley's rental housing market includes a large number of single family, "mother-in law", cottage, and "accessory" units. Small apartment complexes (2-10 units) are also common. The composition of the audit sample by building size is shown in Figure 5.

FIGURE 5. ALL SITES BY SIZE

<u>SIZE</u> <u>(#UNITS)</u>	<u>#SITES/#TOTAL UNITS</u>	<u>%SITES/%UNITS</u>
1-2	14 / 24	46.7% / 10.57
3-4	4 / 14	13.3% / 6.17
5-10	6 / 43	20.0% / 18.94
11-19	3 / 38	10.0% / 16.74
20-50	3 / 108	10.0% / 47.58
Total	30 / 227	100% / 100%

Discrimination against the African American testers occurred in each size range. The number of discriminatory sites by the size is roughly approximate to the total number of sites in that group. Details appear in Figure 6 on next page.

FIGURE 6. DISCRIMINATION AGAINST AFRICAN AMERICAN BY SITE SIZE

SIZE (#UNITS)	#SITES/# TOTAL UNITS		%SITES /%TOTAL UNITS	
1-2	7 /	13	43.75	12.62
3-4	2 /	7	12. 5	6.80
5-10	4 /	27	25. 0	26.21
11-19	2 /	26	12. 5	25.24
20-50	1 /	30	6.25	29.13
Total	16	103	100%	100%

TIME AND MONEY BARRIERS

According to fees cited by the landlords it would cost the African American between \$100 - \$800 more than the Caucasian to move in at five of the sites. One landlord charged the African American a \$100 higher deposit. Four required an additional \$200, \$250, \$500 & \$700-\$800 respectively, of the African American over the Caucasian in the total move-in costs. A sixth landlord required a \$300 deposit with the application of the African American and only later, after acceptance & at move-in, of the Caucasian! The rental process would take longer for African Americans than Caucasians, according to what five landlords told the testers. Two cited two to five days longer to check the credit of the African American. Three cited later move-in dates of five days(one), and two weeks (two). Apparently, it can take longer & cost more if you're African American. If, that is, the delays and costs don't keep you from getting the housing at all.

SOME THINGS THE TESTERS HEARD:

Landlord told an African American, but not his Caucasian partner:

- . The noise and cooking odors from the restaurant downstairs might bother you.
- . The owner only wants one person, so since you're married there's no need to apply.
- . I can't give you an application. I only have them for pre-screened appointments.
- . Don't call me, I'll call you.

Landlord told a Caucasian , but not his African American partner:

- . The neighborhood is Black , but if that doesn't bother you, you'll like the apartment.
- . Please come back with your husband to meet the owner. I'm sure he'll like you because I do.
- . You can move in next weekend.

CONCLUSIONS

Individual complaints of racial discrimination are only a small portion of the actual discrimination occurring in the Berkeley rental market. In fact, this housing audit of randomly-selected units duplicates only one address for which we have a complaint-initiated verified case of racial discrimination. So, in addition to approximately 40 cases of verified housing discrimination we handle each year, we can add the 16 units which were found in this audit to have exhibited racially differential treatment.

Given this is an educational audit, we will notify owners of the results of the audit done at their property and provide them with fair housing materials. Training will also be available to owners and manager at their request.

Education of fair housing laws does not always ensure compliance. Five of the sites audited are owned by landlords who own other property in Berkeley, two of which own several properties. As a follow-up step, we will be testing these other sites and re-testing previously audited sites. If racial discrimination is found, it may be necessary for our agency to issue an agency-based complaint to HUD, as a measure of enforcement.

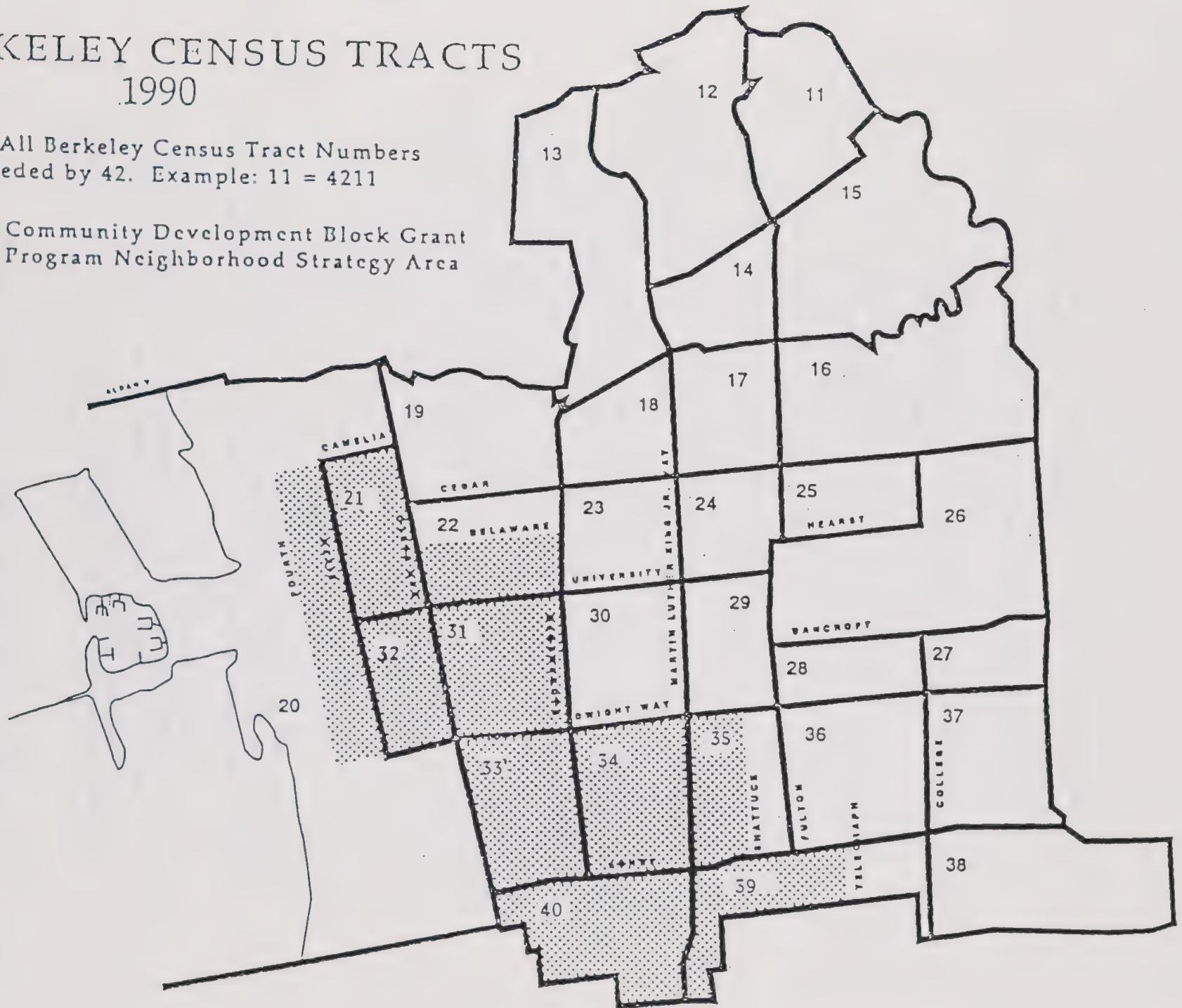
CENSUS TRACT #	# SITES TESTED	EVIDENCE OF DISC.
4211	1	
4213	1	1
4215	1	1
4217	1	
4219	1	1
4221	2	1
4222	1	
4223	2	
4225	1	
4227	1	
4228	1	
4230	2	1
4231	2	2
4232	2	2
4233	2	1
4234	1	1
4236	2	1
4237	1	
4239	2	2
4240	3	2

BERKELEY CENSUS TRACTS 1990

NOTE: All Berkeley Census Tract Numbers
are Preceded by 42. Example: 11 = 4211



Community Development Block Grant
Program Neighborhood Strategy Area



TESTER INSTRUCTIONS

Please review these instructions and the Tester Report Form before you begin, and between tests, if needed.

Remember--If the following information is not volunteered, be sure to ask:

1. Which apartments are available and when (month/day/year)?
2. How much is the rent for each?
3. May I see them?
4. Is there an application? Fee?
5. Is there a credit check? Fee?
6. How much is the deposit?
7. When are 4, 5, and 6 due?
8. Are they refundable?
9. Is there a lease? How long is it?
10. How much does it cost to move in?

1. Please have with you an accurate watch - set it before you begin so that it is synchronized with the supervisor's watch.

2. If no appointment has been made for you, the supervisor may ask you to call the phone numbers in the ads to ask for more information. Ask: Is it still available? Where is it? May I see it some time today? Also ask for any other essential information not presented in ad. Do not make an appointment unless it is necessary in order to get to see the rental unit. (Your supervisor will then help you and your partner to develop your coordinated schedule.) Do not leave your name unless you must. If you do, write the name you gave on the phone, on the file card for this site. If there is no vacancy, ask whether any are expected in the next few months. If vacancies are expected, ask to come see the building and discuss these with the manager/owner.

3. When you arrive at the apartment building, be sure that all audit materials are out of sight in your locked car.

4. Look for the address on the building to make sure you are at the right place. The Black tester always goes first. The White tester follows immediately after seeing the Black tester leave the building.

5. Present yourself as single, or as married and looking for an apartment for you and your spouse, depending on instructions. This is the only information about yourself that you should volunteer. Provide other information about your tester profile only as asked or as necessary in the situation. You have no children or pets, and you earn enough to afford the apartment. (This is usually 3 or 4 times the rent.)

6. Find the manager or person responsible for showing apartments and ask to see the available one(s). Proceed with the test, noting or remembering the information for your report.

7. After you see the advertised unit, or if it has been rented, ask whether any others are available, and if any are expected to become available in the next month or two. Try to see all available 0-2 BR units. Note the apartment #'s, sizes, rents, and dates available.
8. If you are asked to fill out an application before being shown an apartment, explain that you don't want to do that without talking with your spouse first, or you can't take the time right now, but you would like to see an apartment to decide if it is something you would be interested in.
9. Express a serious interest in renting, but do not make a commitment to take it. Do not turn in an application or make a deposit. You are only to find out, if you can, whether they would rent it to you. Do not turn down an apartment. Say that you'll think about it.
10. If you are asked whether you are a tester, be puzzled ("a what?") and don't pursue it.
11. Treat any racial, biased or discriminatory remarks with indifference. Do not discuss it.
12. After you leave the building or complex, drive well out of sight and immediately fill out your report form, and write the narrative, before going to your next check. Record the address you saw on the building; do not copy it from your assignment sheet.
13. Do not write your name or your partner's name anywhere on the report except in the blank on page 5 marked "signature." Please do not allude to your or your partner's race in your report.
14. Please fill out your report form using the type of answer requested in each blank. If this is a "when" question, write month/day/year (e.g. 4/28/90), or hour: minutes (e.g. 10:20), as precisely as possible.
15. Call your supervisor if anything goes wrong or if you need help. Call, for example, if you cannot find the building, if the manager or person showing apartments is not there, or if you give information that is not in your profile.
16. Do not discuss this audit now or in the future with anyone except your supervisor or other Housing Rights, Inc. audit staff.

THANK YOU!!

Site_____ Source_____ Source Date_____ Sector_____ Same_____

Tester_____ Partner_____ No. Attachments_____ No. Units_____

TESTER REPORT FORM

INSTRUCTIONS TO TESTER: Complete this form in your car immediately after you have completed the test. DO NOT discuss it with your partner. Fill in the blanks with numbers, wherever appropriate, otherwise with words. Be as brief and specific as possible. Circle the correct response where several choices are given. Circle only one answer unless instructions say to circle all that apply. Put a dash (-) in the blanks of questions for which you have no information. Attach any literature or business cards given to you.

REMEMBER THIS FORM MAY BE USED IN COURT, SO BE COMPLETE AND ACCURATE.

Date/Time test begun _____ Date/Time test completed _____

1.a. Name of Complex tested _____ b. No. of Units _____

c. Address of Complex _____ City _____ d. Zip Code _____

e. With whom did you speak? _____

f. Position: Owner Manager Agent Tenant Unknown

Other (specify) _____

2. Physical Description of this Person:

a. Sex: male female

b. Estimated Years of Age _____

c. Race or National Origin: Black White Hispanic Asian

Other (specify) _____

d. Appearance (clothing color, etc.) _____

3. Does he/she: (Circle all that apply.)

a. show apartments

e. screen tenants

b. give rental information

f. do credit check

c. give applications

g. approve applications

d. receive applications

h. other (specify) _____

4. If initial contact was by telephone, describe each contact including the date, time, person you spoke with, and the substance of the conversation.

5. Was there a sign outside the building advertising the rental? Yes No

6. Were you asked to sign a guest register or to complete a visitor information card?
Yes No
7. If yes, what information did you provide? _____

8. Who else was present at any time during the interview? When? Describe them.

9. Describe your appearance during the check. _____

10. Describe how you introduced yourself and the information you volunteered initially. _____

11. Circle the letter preceding each item about which the contact person asked you and write what you told him/her. If you volunteered the information, "*" the item.
- a. Income _____
 - b. Housemate's income _____
 - c. Occupation/employment _____
 - d. Housemate's occupation/employment _____
 - e. Number in household _____
 - f. References _____
 - g. Bank or savings account _____
 - h. Current housing situation _____
 - i. Reason for moving _____
 - j. Marital status _____
 - k. Ages, sexes, of housemates, children _____

 - l. Other (name, phone #, etc.) _____

APARTMENTS AVAILABLE

12. a. Were any apartments available? Yes No b. How many? _____
- c. Were you shown "model" apartments? Yes No
- d. If you saw "models", please list and describe them. _____

13. Please list and discuss the available apartments below.

*NOTE: 13.c. Codes: Reasons given for not seeing an apartment. Write the code letters that apply in the boxes for 13.c., below.

- A. It is still occupied. D. Contact person hasn't time now.
B. It is being fixed up. E. No reason given.
C. Contact person can't show units. F. Other (specify in box).

	1st Apt.	2nd Apt.	3rd. Apt.	4th Apt.
a. Apt. # (use boxes at right)				
b. Did you see it? (If yes, skip to e)				
c. Why not? (use codes above*)				
d. When could you? (mo/day/yr)				
e. No. of bedrooms				
f. Date available (mo/day/yr)				
g. Rent (\$/mo)				

14. Is there a waiting list? Yes No

RENTAL POLICIES

15. a. Must you sign a month-to-month rental agreement? Yes No
b. Must you sign a lease? Yes No
c. Could you choose either month-to-month or a lease? Yes No
d. What is the term of any lease you were offered? (Circle all options offered.)
3 mo. 6 mo. 9 mo. Year Other (specify) _____
16. a. Is an application required? Yes No
b. If "yes," application fee \$ _____ (If no fee, write "0".)
c. If there is a fee, is it refundable? Yes No
d. Were you offered an application form? Yes No
e. Did you have to ask for an application? Yes No
f. If "yes" to question 16.e., were you given one? Yes No
g. If you asked for an application and were not given one, why not? (explain)

To the best of my knowledge the above information is true and correct. I have not seen any other tester's report, and I have not discussed this test with anyone other than the person who dispatched me. I will not release this information to anyone unless instructed to do so by my dispatcher.

_____	_____	(Tester_____)
Tester's Signature	Date	(Site _____)

AUDIT SUPERVISOR INSTRUCTIONS

Use a red pen for all of your marks on tester report forms.

A. General instructions

1. Please review the report form of each tester as he/she returns from the field. Understand what it says, then ask the tester to tell you, briefly, about his/her experience. If any part of the story conflicts with the report, help the tester to sort it out and fix the report, if necessary. You must make sure that the report accurately tells what happened so that someone reading it later can understand the facts from these reports alone.

2. If any questions are not answered, ask the tester if he/she has the information to answer them. If so, give the form back to the tester for completion. If he/she has no more information, write "?" in the blank or between yes and no on the tester's report form.

3. Fill out the code blanks, top of page 1. and bottom of page 5. These are: Site, Source, Source Date, Sector, Same, Tester, Partner, No. Attachments, and No. Units. Write your initials in the upper left corner, page 1.

a. Write "yes" after Same if both testers spoke to the same person (see question numbers 1.e. - f. and 2.a. - d.). Write "no" if they did not, or "?" if you can't tell for sure. Tell the coordinator immediately if the response is "no" or "?". Any test in which testers dealt with different contact persons may not be useable for this audit.

b. Ask the testers what the building looked like to insure that both were at the same place. If you think they were not, or are not sure, tell the coordinator immediately. The test may not be usable.

c. If a tester's report has attachments (application, manager's card, apartment floor plan, etc.) write the number of attachments ("1", "2", "3", etc.) in the blank, top of page 1. If there are none, write "0".

d. Sector - fill in later with census tract number.

4. Please make sure that all relevant blanks are filled in while the information is still fresh in the tester's mind.

a. Be sure that the responses are accurate, complete, and legible.

b. Do not leave spaces blank, except as noted in B, below. (In these cases it is clear from a previous response that the question does not apply.)

c. Write a question mark ("?") in any blank to indicate that the tester does not have the information. If there are missing answers the test may not be usable for this audit.

B. Instructions for specific questions on the report form

1. Question 12. If 12.a. is "no," 12.b. should be "0."
2. Question 13. If no apartments are available, the table may be blank. Otherwise, a table column must be filled in for each apartment available (i.e. the number of apartments given in question 12.b.).
3. Question 13.b. If 13.b. is "yes," 13.c. and 13.d. in the same column will be blank.
4. Question 13.c. The tester must choose a code from the list above the table and write it in the box. If "F" (other) is given, make sure that the answer is clearly described in the box.
5. Question 13., Vertical Column Headings. Compare the tables in the two tester reports. For each apartment, if the other tester listed the same apartment, write the column number under which it appears in the other tester's table in the column heading box. (Write "1", "2", "3", or "4".) If you cannot determine whether the other tester listed the same apartment, write a "?" in the column heading box. Please be sure that a column is filled out for each available apartment.

ANALYSIS OF TEST

Analyst's Name_____

Site_____

Site Address_____

Sector_____

ENTER DATA FROM TESTER WITH LOWER CODE NUMBER IN LEFT COLUMN.

FOR EACH ITEM BELOW, IF ONE TESTER HAS BEEN TREATED WORSE THAN THE OTHER, CIRCLE THE DATA OF THE TESTER WHO WAS TREATED WORSE.

Item from Tester Report Form

Tester_____

Tester_____

Time spent on Test

1.f. Position of person dealt with

2.c. Race

3. Functions (list item letters)

11. "Mgr" asked (list item letters)

12.b. Number of apts. available

13.a. Apt. Numbers listed

b. Number of apts. seen

c. Reason not seen

d. Could see (date)

e. # br/apt (list in order of 13.a.)

f. Dates available (in 13.a.order)

g. Rent (\$/mo.)

14. Waiting list

Tester_____

Tester_____

15.a. Month to month only

b. Lease only

c. Choice is possible

d. Term (length) of lease offered

16.a. Application required

b. Application fee

c. Refundable

d. "Mgr." offered application

e. Tester had to ask

f. If e., application received?

g. If not, why not?

Is an application form attached?

17.a. Credit check required?

b. Takes how many hrs or days?

c. Credit check fee

d. Refundable

18.a. Deposit amount

b. When paid

c. Refundable

d. Purpose

19.a. First month's rent in advance

b. Last month's rent in advance

c. Other advance fee

20. Total amt required to move in

21.a. Minimum income required

b. Amount

COPY HERE ANY STATEMENTS FROM THE TESTERS' REPORTS WHICH YOU FIND MEANINGFUL IN THE CONTEXT OF FAIR HOUSING, LANDLORD/TENANT RELATIONS, OR THE HOUSING MARKET IN GENERAL.

Tester_____

Tester_____

WRITE HERE ANY DIFFERENCES, NOT ANTICIPATED BY THIS FORM, WHICH YOU PERCEIVE IN THE TREATMENT OF THESE TWO TESTERS.

PLEASE ADD HERE ANY ADDITIONAL NOTES, COMMENTS, OR SUMMARY ASSESSMENT OF THIS TEST THAT YOU WISH TO MAKE.

RESULTS

Site_____ Sector_____

Item_____ Tester_____ Tester_____ Results

1.f.

2.c.

3.

11.

12.b.

13.a.

b.

c.

d.

e.

f.

g.

14.

15.a.

b.

c.

d.

16.a.

b.

c.

d.

e.

f.

g.

Site_____ Sector_____

Item Tester_____ Tester_____ Results

17.a.			
b.			
c.			
d.			
18.a.			
b.			
c.			
d.			
19.a.			
b.			
c.			
20.			
21.a.			
b.			

QUOTES

OTHER DIFFERENCES

COMMENTS / SUMMARY

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